Health

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			Critical	High	Low	FCR Total
Health	Application Development	Clifford Tomlinson	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Martin Gonzalez	0 0	0 0	3 3	3 3
		Paul Lundell	0 0	0 0	1 0	1 0
		Terry Forsgren	0 0	0 0	3 1	3 1
		Tony Larsen	0 0	0 0	8 0	8 0
		Assigned to Individual Total	0 0	0 0	16 4	16 4
	Application Support - Content Manager	Randall Ottesen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Support - MMIS	Steven Hegji	0 0	0 0	2 0	2 0

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Health

			Critical	High	Low	FCR Total
Health	Application Support - MMIS	**Assigned to Individual Total**	0 0	0 0	2 0	2 0
	Application Support - Oracle	Ryan Nicol	0 0	0 0	4 0	4 0
		Tony Hess	0 0	0 0	3 0	3 0
		Assigned to Individual Total	0 0	0 0	7 0	7 0
	Application Support - USIIS	JC Alexander	0 0	0 0	2 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	Campus Networking	Jordy Davis	0 0	0 0	2 2	2 2
		Assigned to Individual Total	0 0	0 0	2 2	2 2
	Capitol Hosting	Conn Peterson	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Database Services	Sandy Sheppick	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	0 0	6 6	6 6
		Eileen Dubach	0 0	0 0	1 1	1 1

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Health

			Critical	High	Low	FCR Total
Health	Help Desk	James Stearns	0 0	0 0	10 10	10 10
		Julie VanBeekum	0 0	0 0	12 12	12 12
		Vicky Marrelli	0 0	0 0	15 15	15 15
		Assigned to Individual Total	0 0	0 0	44 44	44 44
	Mainframe Systems Support	Greg Shoop	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Metro A Help Desk	Ed Conrad	0 0	0 0	2 1	2 1
		Edward Fortner	0 0	0 0	3 3	3 3
		Assigned to Individual Total	0 0	0 0	5 4	5 4
	Metro A Hosting	Chris Kunde	0 0	0 0	1 0	1 0
		Keith Scholl	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	Metro B Desktop Support	Mike Wilde	0 0	0 0	1 0	1 0
		Peter Musser	0 0	0 0	2 0	2 0

Health

			Critical	High	Low	FCR Total
Health	Metro B Desktop Support	**Assigned to Individual Total**	0 0	0 0	3 0	3 0
	Metro C Help Desk	Ross Owen	0 0	0 0	3 2	3 2
		Assigned to Individual Total	0 0	0 0	3 2	3 2
	Metro C West Desktop Support	Cody Flanders	0 0	0 0	4 0	4 0
		Assigned to Individual Total	0 0	0 0	4 0	4 0
	Metro D Desktop Support	Eldon Jenson	0 0	0 0	40 6	40 6
		Lynn McCrary	0 0	1 0	3 0	4 0
		Matthew Earl	0 0	0 0	6 6	6 6
		Michael Schmidt	0 0	0 0	31 0	31 0
		Philip Henderson	0 0	0 0	34 20	34 20
		Steve Gibb	0 0	0 0	16 0	16 0
		Tina West	0 0	0 0	16 0	16 0
		Assigned to Individual Total	0 0	1 0	146 32	147 32
	Metro D Help Desk	Doug Brown	0 0	0 0	91 56	91 56

Health

			Critical	High	Low	FCR Total
Health	Metro D Help Desk	Jed Patrick	0 0	0 0	47 30	47 30
		John Robinson	0 0	0 0	61 36	61 36
		Assigned to Individual Total	0 0	0 0	199 122	199 122
	Metro D Hosting	David Hert	0 0	0 0	6 4	6 4
		Donny Ford	0 0	0 0	3 0	3 0
		Miguel Lanz	0 0	0 0	4 0	4 0
		Sean McMillan	0 0	0 0	3 0	3 0
		Steven Haderlie	0 0	0 0	4 0	4 0
		Assigned to Individual Total	0 0	0 0	20 4	20 4
	Network Operations	Jeff Reed	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Operations Production Control	Cal Brinton	0 0	0 0	16 0	16 0
		Christie Burnham	0 0	0 0	9 0	9 0
		Duane Hardy	0 0	0 0	45 14	45 14

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Health

			Critical	High	Low	FCR Total
Health	Operations Production Control	None	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	71 14	71 14
	Rural Central Desktop Support	Paul Petersen	0 0	0 0	3 2	3 2
		Rod Montoya	0 0	0 0	2 2	2 2
		Ron LeBaron	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	6 4	6 4
	Rural North Desktop Support	Kim Ratushniak	0 0	0 0	3 3	3 3
		Lori Hartzell	0 0	0 0	2 1	2 1
		Neil Smedley	0 0	0 0	2 0	2 0
		Ruston McKay	0 0	0 0	9 9	9 9
		Ryan Casey	0 0	0 0	6 2	6 2
		Assigned to Individual Total	0 0	0 0	22 15	22 15
	Security	Austin Farey	0 0	0 0	2 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0

Health

Health			Critical	High	Low	FCR Total
Health	Strategic Communications	Dennis Rogers	0 0	0 0	1 0	1 0
		Luis Larios	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	Technical Application Help Desk	Lori Newren	0 0	0 0	1 1	1 1
		Michelle Meyer	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 1	2 1
	Technical Lead/Project Manager	Martin Gonzalez	0 0	0 0	1 1	1 1
		Paul Lundell	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 1	2 1
	USIIS Outreach	Jennifer Green	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	0 0	4 0	4 0
		Romanza Hamblin Sorensen	0 0	0 0	6 3	6 3
		Assigned to Individual Total	0 0	0 0	10 3	10 3

Health

			Critical	High	Low	FCR Total
Health	Voice/Data/WAN Services	T Artis	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Assigned Group Total		1 0	1 0	579 252	581 252
Customer Company Total			1 0	1 0	579 252	581 252

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Health

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response			
Customer Company	**Assigned Group**	**Assigned to Individual**	**Critical**	**High**	**Low**	**MIR Total**
Health	Application Development	Clifford Tomlinson	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Martin Gonzalez	0 0	0 0	3 0	3 0
		Paul Lundell	0 0	0 0	1 0	1 0
		Terry Forsgren	0 0	0 0	3 1	3 1
		Tony Larsen	0 0	0 0	8 1	8 1
		Assigned to Individual Total	0 0	0 0	16 2	16 2
	Application Support - Content Manager	Randall Ottesen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Support - MMIS	Steven Hegji	0 0	0 0	2 1	2 1

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Health

			Critical	High	Low	MIR Total
Health	Application Support - MMIS	Assigned to Individual Total	0 0	0 0	2 1	2 1
	Application Support - Oracle	Ryan Nicol	0 0	0 0	4 3	4 3
		Tony Hess	0 0	0 0	3 0	3 0
		Assigned to Individual Total	0 0	0 0	7 3	7 3
	Application Support - USIIS	JC Alexander	0 0	0 0	2 2	2 2
		Assigned to Individual Total	0 0	0 0	2 2	2 2
	Campus Networking	Jordy Davis	0 0	0 0	2 1	2 1
		Assigned to Individual Total	0 0	0 0	2 1	2 1
	Capitol Hosting	Conn Peterson	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Database Services	Sandy Sheppick	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	1 1	1 1
	Help Desk	Brenda Treadway	0 0	0 0	6 0	6 0
		Eileen Dubach	0 0	0 0	1 0	1 0

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Health

			Critical	High	Low	MIR Total
Health	Help Desk	James Stearns	0 0	0 0	10 0	10 0
		Julie VanBeekum	0 0	0 0	12 0	12 0
		Vicky Marrelli	0 0	0 0	15 0	15 0
		Assigned to Individual Total	0 0	0 0	44 0	44 0
	Mainframe Systems Support	Greg Shoop	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Metro A Help Desk	Ed Conrad	0 0	0 0	2 0	2 0
		Edward Fortner	0 0	0 0	3 0	3 0
		Assigned to Individual Total	0 0	0 0	5 0	5 0
	Metro A Hosting	Chris Kunde	0 0	0 0	1 1	1 1
		Keith Scholl	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 1	2 1
	Metro B Desktop Support	Mike Wilde	0 0	0 0	1 0	1 0
		Peter Musser	0 0	0 0	2 0	2 0

Health

			Critical	High	Low	MIR Total
Health	Metro B Desktop Support	Assigned to Individual Total	0 0	0 0	3 0	3 0
	Metro C Help Desk	Ross Owen	0 0	0 0	3 0	3 0
		Assigned to Individual Total	0 0	0 0	3 0	3 0
	Metro C West Desktop Support	Cody Flanders	0 0	0 0	4 2	4 2
		Assigned to Individual Total	0 0	0 0	4 2	4 2
	Metro D Desktop Support	Eldon Jenson	0 0	0 0	40 1	40 1
		Lynn McCrary	0 0	1 0	3 1	4 1
		Matthew Earl	0 0	0 0	6 0	6 0
		Michael Schmidt	0 0	0 0	31 5	31 5
		Philip Henderson	0 0	0 0	34 0	34 0
		Steve Gibb	0 0	0 0	16 1	16 1
		Tina West	0 0	0 0	16 0	16 0
		Assigned to Individual Total	0 0	1 0	146 8	147 8
	Metro D Help Desk	Doug Brown	0 0	0 0	91 1	91 1

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Health

			Critical	High	Low	MIR Total
Health	Metro D Help Desk	Jed Patrick	0 0	0 0	47 0	47 0
		John Robinson	0 0	0 0	61 0	61 0
		Assigned to Individual Total	0 0	0 0	199 1	199 1
	Metro D Hosting	David Hert	0 0	0 0	6 2	6 2
		Donny Ford	0 0	0 0	3 0	3 0
		Miguel Lanz	0 0	0 0	4 1	4 1
		Sean McMillan	0 0	0 0	3 1	3 1
		Steven Haderlie	0 0	0 0	4 0	4 0
		Assigned to Individual Total	0 0	0 0	20 4	20 4
	Network Operations	Jeff Reed	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Operations Production Control	Cal Brinton	0 0	0 0	16 1	16 1
		Christie Burnham	0 0	0 0	9 1	9 1
		Duane Hardy	0 0	0 0	45 3	45 3

Health

			Critical	High	Low	MIR Total
Health	Operations Production Control	None	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	71 5	71 5
	Rural Central Desktop Support	Paul Petersen	0 0	0 0	3 1	3 1
		Rod Montoya	0 0	0 0	2 0	2 0
		Ron LeBaron	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	6 1	6 1
	Rural North Desktop Support	Kim Ratushniak	0 0	0 0	3 0	3 0
		Lori Hartzell	0 0	0 0	2 0	2 0
		Neil Smedley	0 0	0 0	2 0	2 0
		Ruston McKay	0 0	0 0	9 0	9 0
		Ryan Casey	0 0	0 0	6 1	6 1
		Assigned to Individual Total	0 0	0 0	22 1	22 1
	Security	Austin Farey	0 0	0 0	2 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0

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Health

			Critical	High	Low	MIR Total
Health	Strategic Communications	Dennis Rogers	0 0	0 0	1 0	1 0
		Luis Larios	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	Technical Application Help Desk	Lori Newren	0 0	0 0	1 0	1 0
		Michelle Meyer	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	0 0	1 0	1 0
		Paul Lundell	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	USIIS Outreach	Jennifer Green	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	0 0	4 0	4 0
		Romanza Hamblin Sorensen	0 0	0 0	6 0	6 0
		Assigned to Individual Total	0 0	0 0	10 0	10 0

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Health

			Critical	High	Low	MIR Total
Health	Voice/Data/WAN Services	T Artis	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Assigned Group Total		1 0	1 0	579 33	581 33
Customer Company Total			1 0	1 0	579 33	581 33

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Health

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number -Average time in hours**			
			Critical	High	Low	ATTIR Total
Health	Application Development	Clifford Tomlinson	0 0.00	0 0.00	1 0.34	1 0.34
		Assigned to Individual Total	0 0.00	0 0.00	1 0.34	1 0.34
	Application Services	Danielle Hood	0 0.00	0 0.00	1 0.25	1 0.25
		Martin Gonzalez	0 0.00	0 0.00	3 0.20	3 0.20
		Paul Lundell	0 0.00	0 0.00	1 0.30	1 0.30
		Terry Forsgren	0 0.00	0 0.00	3 0.57	3 0.57
		Tony Larsen	0 0.00	0 0.00	8 0.92	8 0.92
		Assigned to Individual Total	0 0.00	0 0.00	16 0.64	16 0.64
	Application Support - Content Manager	Randall Ottesen	0 0.00	0 0.00	1 0.27	1 0.27
		Assigned to Individual Total	0 0.00	0 0.00	1 0.27	1 0.27
	Application Support - MMIS	Steven Hegji	0 0.00	0 0.00	2 1.37	2 1.37

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Health

			Critical	High	Low	ATTIR Total
Health	Application Support - MMIS	**Assigned to Individual Total**	0 0.00	0 0.00	2 1.37	2 1.37
	Application Support - Oracle	Ryan Nicol	0 0.00	0 0.00	4 8.05	4 8.05
		Tony Hess	0 0.00	0 0.00	3 0.61	3 0.61
		Assigned to Individual Total	0 0.00	0 0.00	7 4.86	7 4.86
	Application Support - USIIS	JC Alexander	0 0.00	0 0.00	2 713.18	2 713.18
		Assigned to Individual Total	0 0.00	0 0.00	2 713.18	2 713.18
	Campus Networking	Jordy Davis	0 0.00	0 0.00	2 14.16	2 14.16
		Assigned to Individual Total	0 0.00	0 0.00	2 14.16	2 14.16
	Capitol Hosting	Conn Peterson	0 0.00	0 0.00	1 0.98	1 0.98
		Assigned to Individual Total	0 0.00	0 0.00	1 0.98	1 0.98
	Database Services	Sandy Sheppick	0 0.00	0 0.00	1 2.51	1 2.51
		Assigned to Individual Total	0 0.00	0 0.00	1 2.51	1 2.51
	Help Desk	Brenda Treadway	0 0.00	0 0.00	6 0.00	6 0.00
		Eileen Dubach	0 0.00	0 0.00	1 0.00	1 0.00

Health

			Critical	High	Low	ATTIR Total
Health	Help Desk	James Stearns	0 0.00	0 0.00	10 0.02	10 0.02
		Julie VanBeekum	0 0.00	0 0.00	12 0.00	12 0.00
		Vicky Marrelli	0 0.00	0 0.00	15 0.01	15 0.01
		Assigned to Individual Total	0 0.00	0 0.00	44 0.01	44 0.01
	Mainframe Systems Support	Greg Shoop	1 0.00	0 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	0 0.00	1 0.00
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	2 0.52	2 0.52
		Edward Fortner	0 0.00	0 0.00	3 0.00	3 0.00
		Assigned to Individual Total	0 0.00	0 0.00	5 0.21	5 0.21
	Metro A Hosting	Chris Kunde	0 0.00	0 0.00	1 3.04	1 3.04
		Keith Scholl	0 0.00	0 0.00	1 0.48	1 0.48
		Assigned to Individual Total	0 0.00	0 0.00	2 1.76	2 1.76
	Metro B Desktop Support	Mike Wilde	0 0.00	0 0.00	1 0.18	1 0.18
		Peter Musser	0 0.00	0 0.00	2 0.01	2 0.01

Health

Health			Critical	High	Low	ATTIR Total
Health	Metro B Desktop Support	Assigned to Individual Total	0 0.00	0 0.00	3 0.07	3 0.07
	Metro C Help Desk	Ross Owen	0 0.00	0 0.00	3 0.03	3 0.03
		Assigned to Individual Total	0 0.00	0 0.00	3 0.03	3 0.03
	Metro C West Desktop Support	Cody Flanders	0 0.00	0 0.00	4 0.84	4 0.84
		Assigned to Individual Total	0 0.00	0 0.00	4 0.84	4 0.84
	Metro D Desktop Support	Eldon Jenson	0 0.00	0 0.00	40 0.26	40 0.26
		Lynn McCrary	0 0.00	1 0.84	3 0.94	4 0.91
		Matthew Earl	0 0.00	0 0.00	6 0.00	6 0.00
		Michael Schmidt	0 0.00	0 0.00	31 0.49	31 0.49
		Philip Henderson	0 0.00	0 0.00	34 0.16	34 0.16
		Steve Gibb	0 0.00	0 0.00	16 0.44	16 0.44
		Tina West	0 0.00	0 0.00	16 0.27	16 0.27
		Assigned to Individual Total	0 0.00	1 0.84	146 0.31	147 0.31
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	91 0.11	91 0.11

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Health

			Critical	High	Low	ATTIR Total
Health	Metro D Help Desk	Jed Patrick	0 0.00	0 0.00	47 0.08	47 0.08
		John Robinson	0 0.00	0 0.00	61 0.10	61 0.10
		Assigned to Individual Total	0 0.00	0 0.00	199 0.10	199 0.10
	Metro D Hosting	David Hert	0 0.00	0 0.00	6 0.62	6 0.62
		Donny Ford	0 0.00	0 0.00	3 0.45	3 0.45
		Miguel Lanz	0 0.00	0 0.00	4 1.34	4 1.34
		Sean McMillan	0 0.00	0 0.00	3 1.16	3 1.16
		Steven Haderlie	0 0.00	0 0.00	4 0.08	4 0.08
		Assigned to Individual Total	0 0.00	0 0.00	20 0.71	20 0.71
	Network Operations	Jeff Reed	0 0.00	0 0.00	1 0.15	1 0.15
		Assigned to Individual Total	0 0.00	0 0.00	1 0.15	1 0.15
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	16 0.24	16 0.24
		Christie Burnham	0 0.00	0 0.00	9 0.41	9 0.41
		Duane Hardy	0 0.00	0 0.00	45 0.35	45 0.35

Health

			Critical	High	Low	ATTIR Total
Health	Operations Production Control	None	0 0.00	0 0.00	1 0.24	1 0.24
		Assigned to Individual Total	0 0.00	0 0.00	71 0.33	71 0.33
	Rural Central Desktop Support	Paul Petersen	0 0.00	0 0.00	3 0.37	3 0.37
		Rod Montoya	0 0.00	0 0.00	2 0.00	2 0.00
		Ron LeBaron	0 0.00	0 0.00	1 0.01	1 0.01
		Assigned to Individual Total	0 0.00	0 0.00	6 0.19	6 0.19
	Rural North Desktop Support	Kim Ratushniak	0 0.00	0 0.00	3 0.00	3 0.00
		Lori Hartzell	0 0.00	0 0.00	2 0.44	2 0.44
		Neil Smedley	0 0.00	0 0.00	2 0.66	2 0.66
		Ruston McKay	0 0.00	0 0.00	9 0.00	9 0.00
		Ryan Casey	0 0.00	0 0.00	6 0.35	6 0.35
		Assigned to Individual Total	0 0.00	0 0.00	22 0.20	22 0.20
	Security	Austin Farey	0 0.00	0 0.00	2 0.21	2 0.21
		Assigned to Individual Total	0 0.00	0 0.00	2 0.21	2 0.21

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Health

			Critical	High	Low	ATTIR Total
Health	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	1 0.24	1 0.24
		Luis Larios	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	2 0.12	2 0.12
	Technical Application Help Desk	Lori Newren	0 0.00	0 0.00	1 0.00	1 0.00
		Michelle Meyer	0 0.00	0 0.00	1 0.18	1 0.18
		Assigned to Individual Total	0 0.00	0 0.00	2 0.09	2 0.09
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	0 0.00	1 0.00	1 0.00
		Paul Lundell	0 0.00	0 0.00	1 0.22	1 0.22
		Assigned to Individual Total	0 0.00	0 0.00	2 0.11	2 0.11
	USIIS Outreach	Jennifer Green	0 0.00	0 0.00	1 0.57	1 0.57
		Assigned to Individual Total	0 0.00	0 0.00	1 0.57	1 0.57
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	4 0.27	4 0.27
		Romanza Hamblin Sorensen	0 0.00	0 0.00	6 0.17	6 0.17
		Assigned to Individual Total	0 0.00	0 0.00	10 0.21	10 0.21

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Health

			Critical	High	Low	ATTIR Total
Health	Voice/Data/WAN Services	T Artis	0 0.00	0 0.00	1 0.31	1 0.31
		Assigned to Individual Total	0 0.00	0 0.00	1 0.31	1 0.31
	Assigned Group Total		1 0.00	1 0.84	579 2.81	581 2.80
Customer Company Total			1 0.00	1 0.84	579 2.81	581 2.80

Health

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			Critical	High	Low	MR Total
Health	Application Development	Clifford Tomlinson	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Martin Gonzalez	0 0	0 0	3 0	3 0
		Paul Lundell	0 0	0 0	1 1	1 1
		Terry Forsgren	0 0	0 0	3 0	3 0
		Tony Larsen	0 0	0 0	8 0	8 0
		Assigned to Individual Total	0 0	0 0	16 1	16 1
	Application Support - Content Manager	Randall Ottesen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Support - MMIS	Steven Hegji	0 0	0 0	2 0	2 0

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			Critical	High	Low	MR Total
Health	Application Support - MMIS	Assigned to Individual Total	0 0	0 0	2 0	2 0
	Application Support - Oracle	Ryan Nicol	0 0	0 0	4 2	4 2
		Tony Hess	0 0	0 0	3 0	3 0
		Assigned to Individual Total	0 0	0 0	7 2	7 2
	Application Support - USIIS	JC Alexander	0 0	0 0	2 2	2 2
		Assigned to Individual Total	0 0	0 0	2 2	2 2
	Campus Networking	Jordy Davis	0 0	0 0	2 1	2 1
		Assigned to Individual Total	0 0	0 0	2 1	2 1
	Capitol Hosting	Conn Peterson	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Database Services	Sandy Sheppick	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	0 0	6 0	6 0
		Eileen Dubach	0 0	0 0	1 0	1 0

Health

			Critical	High	Low	MR Total
Health	Help Desk	James Stearns	0 0	0 0	10 0	10 0
		Julie VanBeekum	0 0	0 0	12 0	12 0
		Vicky Marrelli	0 0	0 0	15 0	15 0
		Assigned to Individual Total	0 0	0 0	44 0	44 0
	Mainframe Systems Support	Greg Shoop	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Metro A Help Desk	Ed Conrad	0 0	0 0	2 0	2 0
		Edward Fortner	0 0	0 0	3 0	3 0
		Assigned to Individual Total	0 0	0 0	5 0	5 0
	Metro A Hosting	Chris Kunde	0 0	0 0	1 0	1 0
		Keith Scholl	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	Metro B Desktop Support	Mike Wilde	0 0	0 0	1 0	1 0
		Peter Musser	0 0	0 0	2 0	2 0

Health

			Critical	High	Low	MR Total
Health	Metro B Desktop Support	Assigned to Individual Total	0 0	0 0	3 0	3 0
	Metro C Help Desk	Ross Owen	0 0	0 0	3 0	3 0
		Assigned to Individual Total	0 0	0 0	3 0	3 0
	Metro C West Desktop Support	Cody Flanders	0 0	0 0	4 0	4 0
		Assigned to Individual Total	0 0	0 0	4 0	4 0
	Metro D Desktop Support	Eldon Jenson	0 0	0 0	40 0	40 0
		Lynn McCrary	0 0	1 0	3 0	4 0
		Matthew Earl	0 0	0 0	6 0	6 0
		Michael Schmidt	0 0	0 0	31 4	31 4
		Philip Henderson	0 0	0 0	34 1	34 1
		Steve Gibb	0 0	0 0	16 3	16 3
		Tina West	0 0	0 0	16 0	16 0
		Assigned to Individual Total	0 0	1 0	146 8	147 8
	Metro D Help Desk	Doug Brown	0 0	0 0	91 0	91 0

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			Critical	High	Low	MR Total
Health	Metro D Help Desk	Jed Patrick	0 0	0 0	47 0	47 0
		John Robinson	0 0	0 0	61 0	61 0
		Assigned to Individual Total	0 0	0 0	199 0	199 0
	Metro D Hosting	David Hert	0 0	0 0	6 2	6 2
		Donny Ford	0 0	0 0	3 0	3 0
		Miguel Lanz	0 0	0 0	4 1	4 1
		Sean McMillan	0 0	0 0	3 0	3 0
		Steven Haderlie	0 0	0 0	4 0	4 0
		Assigned to Individual Total	0 0	0 0	20 3	20 3
	Network Operations	Jeff Reed	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	1 1	1 1
	Operations Production Control	Cal Brinton	0 0	0 0	16 0	16 0
		Christie Burnham	0 0	0 0	9 0	9 0
		Duane Hardy	0 0	0 0	45 0	45 0

Health

Health			Critical	High	Low	MR Total
Health	Operations Production Control	None	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	71 0	71 0
	Rural Central Desktop Support	Paul Petersen	0 0	0 0	3 0	3 0
		Rod Montoya	0 0	0 0	2 0	2 0
		Ron LeBaron	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	6 0	6 0
	Rural North Desktop Support	Kim Ratushniak	0 0	0 0	3 0	3 0
		Lori Hartzell	0 0	0 0	2 0	2 0
		Neil Smedley	0 0	0 0	2 0	2 0
		Ruston McKay	0 0	0 0	9 0	9 0
		Ryan Casey	0 0	0 0	6 0	6 0
		Assigned to Individual Total	0 0	0 0	22 0	22 0
	Security	Austin Farey	0 0	0 0	2 0	2 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0

Health

			Critical	High	Low	MR Total
Health	Strategic Communications	Dennis Rogers	0 0	0 0	1 1	1 1
		Luis Larios	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 1	2 1
	Technical Application Help Desk	Lori Newren	0 0	0 0	1 0	1 0
		Michelle Meyer	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	0 0	1 0	1 0
		Paul Lundell	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	2 0	2 0
	USIIS Outreach	Jennifer Green	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	0 0	4 0	4 0
		Romanza Hamblin Sorensen	0 0	0 0	6 0	6 0
		Assigned to Individual Total	0 0	0 0	10 0	10 0

Health

			Critical	High	Low	MR Total
Health	Voice/Data/WAN Services	T Artis	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Assigned Group Total		1 0	1 0	579 19	581 19
Customer Company Total			1 0	1 0	579 19	581 19

Health

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| | | | **Top Number - Total Incidents** | | | |
| | | | **Bottom Number - Average time in hours** | | | |
Customer Company	**Assigned Group**	**Assigned to Individual**	**Critical**	**High**	**Low**	**ATTR Total**
Health	Application Development	Clifford Tomlinson	0 0.00	0 0.00	1 0.64	1 0.64
		Assigned to Individual Total	0 0.00	0 0.00	1 0.64	1 0.64
	Application Services	Danielle Hood	0 0.00	0 0.00	1 0.32	1 0.32
		Martin Gonzalez	0 0.00	0 0.00	3 0.84	3 0.84
		Paul Lundell	0 0.00	0 0.00	1 16.60	1 16.60
		Terry Forsgren	0 0.00	0 0.00	3 0.59	3 0.59
		Tony Larsen	0 0.00	0 0.00	8 1.27	8 1.27
		Assigned to Individual Total	0 0.00	0 0.00	16 1.96	16 1.96
	Application Support - Content Manager	Randall Ottesen	0 0.00	0 0.00	1 0.27	1 0.27
		Assigned to Individual Total	0 0.00	0 0.00	1 0.27	1 0.27
	Application Support - MMIS	Steven Hegji	0 0.00	0 0.00	2 3.76	2 3.76

Health

			Critical	High	Low	ATTR Total
Health	Application Support - MMIS	Assigned to Individual Total	0 0.00	0 0.00	2 3.76	2 3.76
	Application Support - Oracle	Ryan Nicol	0 0.00	0 0.00	4 8.05	4 8.05
		Tony Hess	0 0.00	0 0.00	3 3.03	3 3.03
		Assigned to Individual Total	0 0.00	0 0.00	7 5.90	7 5.90
	Application Support - USIIS	JC Alexander	0 0.00	0 0.00	2 1,384.14	2 1,384.14
		Assigned to Individual Total	0 0.00	0 0.00	2 1,384.14	2 1,384.14
	Campus Networking	Jordy Davis	0 0.00	0 0.00	2 17.12	2 17.12
		Assigned to Individual Total	0 0.00	0 0.00	2 17.12	2 17.12
	Capitol Hosting	Conn Peterson	0 0.00	0 0.00	1 0.98	1 0.98
		Assigned to Individual Total	0 0.00	0 0.00	1 0.98	1 0.98
	Database Services	Sandy Sheppick	0 0.00	0 0.00	1 5.62	1 5.62
		Assigned to Individual Total	0 0.00	0 0.00	1 5.62	1 5.62
	Help Desk	Brenda Treadway	0 0.00	0 0.00	6 0.00	6 0.00
		Eileen Dubach	0 0.00	0 0.00	1 0.00	1 0.00

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			Critical	High	Low	ATTR Total
Health	Help Desk	James Stearns	0 0.00	0 0.00	10 0.02	10 0.02
		Julie VanBeekum	0 0.00	0 0.00	12 0.03	12 0.03
		Vicky Marrelli	0 0.00	0 0.00	15 0.01	15 0.01
		Assigned to Individual Total	0 0.00	0 0.00	44 0.02	44 0.02
	Mainframe Systems Support	Greg Shoop	1 0.00	0 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	0 0.00	1 0.00
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	2 0.77	2 0.77
		Edward Fortner	0 0.00	0 0.00	3 0.74	3 0.74
		Assigned to Individual Total	0 0.00	0 0.00	5 0.75	5 0.75
	Metro A Hosting	Chris Kunde	0 0.00	0 0.00	1 3.04	1 3.04
		Keith Scholl	0 0.00	0 0.00	1 1.05	1 1.05
		Assigned to Individual Total	0 0.00	0 0.00	2 2.05	2 2.05
	Metro B Desktop Support	Mike Wilde	0 0.00	0 0.00	1 0.79	1 0.79
		Peter Musser	0 0.00	0 0.00	2 0.16	2 0.16

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Health

			Critical	High	Low	ATTR Total
Health	Metro B Desktop Support	**Assigned to Individual Total**	0 0.00	0 0.00	3 0.37	3 0.37
	Metro C Help Desk	Ross Owen	0 0.00	0 0.00	3 0.03	3 0.03
		Assigned to Individual Total	0 0.00	0 0.00	3 0.03	3 0.03
	Metro C West Desktop Support	Cody Flanders	0 0.00	0 0.00	4 2.35	4 2.35
		Assigned to Individual Total	0 0.00	0 0.00	4 2.35	4 2.35
	Metro D Desktop Support	Eldon Jenson	0 0.00	0 0.00	40 1.38	40 1.38
		Lynn McCrary	0 0.00	1 0.84	3 1.07	4 1.01
		Matthew Earl	0 0.00	0 0.00	6 0.00	6 0.00
		Michael Schmidt	0 0.00	0 0.00	31 2.04	31 2.04
		Philip Henderson	0 0.00	0 0.00	34 1.78	34 1.78
		Steve Gibb	0 0.00	0 0.00	16 2.51	16 2.51
		Tina West	0 0.00	0 0.00	16 1.41	16 1.41
		Assigned to Individual Total	0 0.00	1 0.84	146 1.68	147 1.67
	Metro D Help Desk	Doug Brown	0 0.00	0 0.00	91 0.19	91 0.19

Health

			Critical	High	Low	ATTR Total
Health	Metro D Help Desk	Jed Patrick	0 0.00	0 0.00	47 0.08	47 0.08
		John Robinson	0 0.00	0 0.00	61 0.17	61 0.17
		Assigned to Individual Total	0 0.00	0 0.00	199 0.16	199 0.16
	Metro D Hosting	David Hert	0 0.00	0 0.00	6 5.04	6 5.04
		Donny Ford	0 0.00	0 0.00	3 1.12	3 1.12
		Miguel Lanz	0 0.00	0 0.00	4 2.62	4 2.62
		Sean McMillan	0 0.00	0 0.00	3 2.88	3 2.88
		Steven Haderlie	0 0.00	0 0.00	4 0.18	4 0.18
		Assigned to Individual Total	0 0.00	0 0.00	20 2.67	20 2.67
	Network Operations	Jeff Reed	0 0.00	0 0.00	1 86.35	1 86.35
		Assigned to Individual Total	0 0.00	0 0.00	1 86.35	1 86.35
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	16 0.34	16 0.34
		Christie Burnham	0 0.00	0 0.00	9 0.43	9 0.43
		Duane Hardy	0 0.00	0 0.00	45 0.48	45 0.48

Health

Health			Critical	High	Low	ATTR Total
Health	Operations Production Control	None	0 0.00	0 0.00	1 0.24	1 0.24
		Assigned to Individual Total	0 0.00	0 0.00	71 0.44	71 0.44
	Rural Central Desktop Support	Paul Petersen	0 0.00	0 0.00	3 2.15	3 2.15
		Rod Montoya	0 0.00	0 0.00	2 0.12	2 0.12
		Ron LeBaron	0 0.00	0 0.00	1 5.75	1 5.75
		Assigned to Individual Total	0 0.00	0 0.00	6 2.07	6 2.07
	Rural North Desktop Support	Kim Ratushniak	0 0.00	0 0.00	3 0.00	3 0.00
		Lori Hartzell	0 0.00	0 0.00	2 0.44	2 0.44
		Neil Smedley	0 0.00	0 0.00	2 0.66	2 0.66
		Ruston McKay	0 0.00	0 0.00	9 0.05	9 0.05
		Ryan Casey	0 0.00	0 0.00	6 0.42	6 0.42
		Assigned to Individual Total	0 0.00	0 0.00	22 0.23	22 0.23
	Security	Austin Farey	0 0.00	0 0.00	2 2.04	2 2.04
		Assigned to Individual Total	0 0.00	0 0.00	2 2.04	2 2.04

Health

			Critical	High	Low	ATTR Total
Health	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	1 16.90	1 16.90
		Luis Larios	0 0.00	0 0.00	1 3.88	1 3.88
		Assigned to Individual Total	0 0.00	0 0.00	2 10.39	2 10.39
	Technical Application Help Desk	Lori Newren	0 0.00	0 0.00	1 0.00	1 0.00
		Michelle Meyer	0 0.00	0 0.00	1 0.18	1 0.18
		Assigned to Individual Total	0 0.00	0 0.00	2 0.09	2 0.09
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	0 0.00	1 0.26	1 0.26
		Paul Lundell	0 0.00	0 0.00	1 1.96	1 1.96
		Assigned to Individual Total	0 0.00	0 0.00	2 1.11	2 1.11
	USIIS Outreach	Jennifer Green	0 0.00	0 0.00	1 1.07	1 1.07
		Assigned to Individual Total	0 0.00	0 0.00	1 1.07	1 1.07
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	4 1.04	4 1.04
		Romanza Hamblin Sorensen	0 0.00	0 0.00	6 0.77	6 0.77
		Assigned to Individual Total	0 0.00	0 0.00	10 0.87	10 0.87

Health

			Critical	High	Low	ATTR Total
Health	Voice/Data/WAN Services	T Artis	0 0.00	0 0.00	1 0.60	1 0.60
		Assigned to Individual Total	0 0.00	0 0.00	1 0.60	1 0.60
	Assigned Group Total		1 0.00	1 0.84	579 5.99	581 5.97
Customer Company Total			1 0.00	1 0.84	579 5.99	581 5.97

Health

Detail

INC000000422247	Deborah Wiscombe	Application	Error	Utah Statewide Immunization In	TIR Missed:	Yes	1401.63
	Application Support - USIIS	JC Alexander	Health	Low	Closed	TTR Missed: Yes	1401.63
INC000000425864	Katie Shields	Application	Error	Utah System for Tracking Eligibi	TIR Missed:	Yes	24.73
	Application Support - USIIS	JC Alexander	Health	Low	Closed	TTR Missed: Yes	1366.64
INC000000515541	Iona Thraen	Network	Performance	None	TIR Missed:	No	0.15
	Network Operations	Jeff Reed	Health	Low	Closed	TTR Missed: Yes	86.35
INC000000528422	Christine Jones	Application	Error	Novell GroupWise	TIR Missed:	No	0.72
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.73
INC000000535036	Lori Savoie	PC/Laptop	Error	PGP	TIR Missed:	No	0.00
	Security	Austin Farey	Health	Low	Closed	TTR Missed: No	0.00
INC000000536588	Lori Savoie	Application	Error	PGP	TIR Missed:	No	0.43
	Security	Austin Farey	Health	Low	Closed	TTR Missed: No	4.07
INC000000536660	Nancy McConnell	None	None	None	TIR Missed:	No	0.07
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: No	5.99
INC000000537346	Janell Hall	Application	Error	Citrix ICA Client	TIR Missed:	No	0.62
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.63
INC000000538267	Purita Buck	Application	None	None	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000539574	Cheri Shubert	None	None	None	TIR Missed:	Yes	1.03
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.63
INC000000539865	Julia Hall	None	None	None	TIR Missed:	No	0.08
	Metro C Help Desk	Ross Owen	Health	Low	Closed	TTR Missed: No	0.08
INC000000540267	Susan Ord	Server	Error	None	TIR Missed:	No	0.34
	Application Development	Clifford Tomlinson	Health	Low	Closed	TTR Missed: No	0.64
INC000000540367	Nancy McConnell	Application	Error	Utah Statewide Immunization In	TIR Missed:	No	0.43
	Metro D Hosting	David Hert	Health	Low	Closed	TTR Missed: Yes	16.12
INC000000540538	Carlie Shurtliff	None	None	None	TIR Missed:	No	0.69
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: Yes	13.52
INC000000540544	Cheri Shubert	None	None	None	TIR Missed:	No	0.60
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.60
INC000000541068	Carmen Dickson	EIS Hardware	None	None	TIR Missed:	No	0.24
	Strategic Communications	Dennis Rogers	Health	Low	Closed	TTR Missed: Yes	16.90

Health

INC000000541093	Dorrie Reese	None	None	None	TIR Missed: No	0.03
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.63
INC000000541149	Angela Anderson	Application	Error	Gmail	TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	0.26
INC000000541151	Gene Cottrell	Application	Error	None	TIR Missed: No	0.33
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: Yes	7.97
INC000000541263	Deborah Turner	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: Yes	6.54
INC000000541304	Debora DiRusso	Application	Error	Dentrix	TIR Missed: Yes	1.01
	Metro D Hosting	David Hert	Health	Low	Closed	TTR Missed: No	4.51
INC000000541381	Corina Pace	None	None	None	TIR Missed: Yes	16.74
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	16.74
INC000000541598	Erin Olsen	Application	Reporting	Dreamweaver	TIR Missed: No	0.37
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.37
INC000000541652	Winfred Pauley	None	None	None	TIR Missed: Yes	1.01
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.12
INC000000541715	Rebecca Fronberg	Application	None	Citrix ICA Client	TIR Missed: No	0.04
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.04
INC000000541876	Tina Bohannon	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000541886	Carri Forsgren	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000541907	Jessica Ericksen	None	None	None	TIR Missed: No	0.44
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	0.91
INC000000541945	Toni Shepard	Mainframe	Error	Medicaid Managed Information	TIR Missed: No	0.15
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.15
INC000000541966	Debbie Snyder	None	None	None	TIR Missed: No	0.25
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.41
INC000000541981	Marie Nagata	Telecom	None	None	TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.39
INC000000542002	Carol Rasmussen	PC/Laptop	Hardware	None	TIR Missed: No	0.12
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.12
INC000000542006	Julie Mark	Application	Error	Medicaid Managed Information	TIR Missed: No	0.00
	Mainframe Systems Support	Greg Shoop	Health	Critical	Closed	TTR Missed: No	0.00

Health						

INC000000542020	Burdean Wirtz	None	None	Medicaid Managed Information :	TIR Missed: No	0.11
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.19
INC000000542054	Barbara Brownell	Application	Reporting	None	TIR Missed: No	0.22
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.18
INC000000542174	Erin Hellstrom	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000542189	Joyce Vigil	Application	Error	None	TIR Missed: No	0.90
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.15
INC000000542243	Sylinda Lee	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000542254	Nicole Stone	Application	Error	Internet Explorer	TIR Missed: No	0.34
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.67
INC000000542291	Nichoal Keyes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000542350	Tonya Martinez	Telecom	Voice Mail	Telephone	TIR Missed: No	0.53
Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	0.53
INC000000542352	Margaret Bowen	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000542380	Patricia Lammi	Application	Error	Medicaid Managed Care Systen	TIR Missed: No	0.78
Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: No	0.78
INC000000542415	Jason Lowder	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.25
Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: No	0.32
INC000000542417	Jodie Pond	Application	Error	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.36
INC000000542508	Carolyn Ellis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000542509	Cristy Sneddon	PC/Laptop	None	None	TIR Missed: No	0.48
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.70
INC000000542579	Cheri Shubert	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000542592	Brady Kerkman	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: No	0.00
INC000000542607	John Schultheis II	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.25
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.27

Health

INC000000542621	Susan Dickinson	PC/Laptop	Hardware	None		TIR Missed: No	0.67
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.05
INC000000542659	Tracy Barkley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000542725	Russell Malone	Network	None	Novell ConsoleOne		TIR Missed: No	0.52
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.52
INC000000542732	Julie Ewing	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.63
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.57
INC000000542751	Jeffrey Duncan	Application	None	None		TIR Missed: No	0.43
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.43
INC000000542759	Vicky Pierce	PC/Laptop	Error	None		TIR Missed: No	0.10
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.02
INC000000542856	Brian Muir	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000542884	Bobbi Hansen	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Technical Application Help Desk	Lori Newren	Health	Low	Closed	TTR Missed: No	0.00
INC000000542913	Julie Moore	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.11
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	3.92
INC000000542917	Paula Edens	Application	Error	None		TIR Missed: No	0.10
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	4.78
INC000000542981	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.05
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.08
INC000000542995	Carolyn Allen	PC/Laptop	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.40
INC000000543048	Mitzi Bigelow	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.17
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.82
INC000000543054	Tim Morley	Mainframe	Password	BlueZone		TIR Missed: No	0.09
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.09
INC000000543070	Tina Bohannon	None	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.28
INC000000543134	Carmen Dickson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000543138	Karla Matheson	PC/Laptop	Error	None		TIR Missed: No	0.33
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.23

Health

INC000000543178	Debra K Miller	PC/Laptop	None	None		TIR Missed:	Yes	1.62
	Rural North Desktop Support	Ryan Casey	Health	Low	Closed	TTR Missed:	No	1.62
INC000000543206	Ann Deering	PC/Laptop	Hardware	None		TIR Missed:	No	0.14
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed:	No	1.87
INC000000543239	Carmen Dickson	PC/Laptop	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed:	No	0.06
INC000000543243	Brittany Tam	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed:	No	0.00
INC000000543278	Tori Welling	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed:	No	0.00
INC000000543280	Ivett Cordova	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed:	No	0.00
INC000000543282	Rhonda Lee	PC/Laptop	Error	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed:	No	0.00
INC000000543304	Rebecca Ward	None	None	None		TIR Missed:	Yes	2.37
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed:	No	5.40
INC000000543312	Lizeth Hernandez	None	None	None		TIR Missed:	No	0.00
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed:	No	0.01
INC000000543351	Kimberly Hart	None	None	None		TIR Missed:	No	0.00
	Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed:	No	0.00
INC000000543414	Cheri Shubert	None	None	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed:	No	3.94
INC000000543499	Amanda Whipple	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	Yes	1.36
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed:	No	1.46
INC000000543529	Rick Sorenson	Network	None	Novell Client for 32-bit Windows		TIR Missed:	No	0.97
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed:	No	1.69
INC000000543532	Nghia Nguyen	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed:	No	0.00
INC000000543536	Melanie Hoyt	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed:	No	0.00
INC000000543543	Jenny Johnson	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	No	0.33
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed:	No	0.33
INC000000543555	Nghia Nguyen	Application	Password	Citrix ICA Client		TIR Missed:	Yes	1.11
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed:	No	1.11

Health

INC000000543559	Cathy Taylor	Application	None	Novell GroupWise	TIR Missed: No	0.16
Application Services		Martin Gonzalez	Health	Low	Closed	TTR Missed: No	0.93
INC000000543561	Connie Higley	Application	Error	Novell GroupWise	TIR Missed: No	0.22
Technical Lead/Project Manager		Paul Lundell	Health	Low	Closed	TTR Missed: No	1.96
INC000000543617	Louis Praus	PC/Laptop	Hardware	None	TIR Missed: No	0.85
Metro D Desktop Support		Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.92
INC000000543736	Aaron Eklund	Application	Error	Medicaid Managed Care System	TIR Missed: Yes	13.33
Application Support - Oracle		Ryan Nicol	Health	Low	Closed	TTR Missed: Yes	13.33
INC000000543844	Gene Cottrell	PC/Laptop	Error	None	TIR Missed: No	0.19
Metro D Desktop Support		Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.01
INC000000543858	Tamara Hampton	PC/Laptop	Error	None	TIR Missed: No	0.51
Metro D Desktop Support		Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.53
INC000000543872	Jenny Johnson	Application	Password	None	TIR Missed: Yes	1.26
Metro D Hosting		David Hert	Health	Low	Closed	TTR Missed: No	1.33
INC000000543929	John Nicolaisen	None	None	None	TIR Missed: No	0.00
Operations Production Control		Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000543950	Craig Dietrich	PC/Laptop	Hardware	None	TIR Missed: No	0.41
Metro D Desktop Support		Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.41
INC000000543980	Wanda Gutierrez	None	None	None	TIR Missed: No	0.00
Metro D Hosting		Steven Haderlie	Health	Low	Closed	TTR Missed: No	0.00
INC000000544066	Bobbie Lou Anderson	Telecom	None	Telephone	TIR Missed: No	0.17
Voice Operations		Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.17
INC000000544077	Ina Oviatt	Telecom	Voice Mail	Telephone	TIR Missed: No	0.36
Voice Operations		Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	1.24
INC000000544081	Bobbie Lou Anderson	None	None	None	TIR Missed: No	0.00
Metro D Help Desk		John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000544093	Kayla Rypien	Application	Error	Microsoft Office	TIR Missed: No	0.33
Metro D Desktop Support		Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.90
INC000000544099	Cody Harris	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000544114	Dani Ibrahim	Mainframe	Password	None	TIR Missed: No	0.53
Operations Production Control		Christie Burnham	Health	Low	Closed	TTR Missed: No	0.55
INC000000544156	Randy Tanner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

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INC000000544167	Broc Christensen	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00

| INC000000544170 | Rett Hansen | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Health | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000544194 | Brent Baum | Application | None | Novell GroupWise | TIR Missed: Yes | 1.16 |
| Metro D Help Desk | Doug Brown | Health | | Low | Closed | TTR Missed: No | 1.53 |

| INC000000544207 | Linda Auger | Network | Error | None | TIR Missed: Yes | 1.11 |
| Metro D Desktop Support | Michael Schmidt | Health | | Low | Closed | TTR Missed: Yes | 8.57 |

| INC000000544217 | Brenda Purser | Application | Error | Novell GroupWise | TIR Missed: No | 0.66 |
| Metro D Help Desk | Doug Brown | Health | | Low | Closed | TTR Missed: No | 2.03 |

| INC000000544218 | Laura Lee Detton | Network | Error | None | TIR Missed: No | 0.84 |
| Metro D Desktop Support | Michael Schmidt | Health | | Low | Closed | TTR Missed: No | 2.98 |

| INC000000544296 | Steven Steed | Network | Error | Novell Client for 32-bit Windows | TIR Missed: Yes | 1.20 |
| Metro D Desktop Support | Michael Schmidt | Health | | Low | Closed | TTR Missed: No | 1.56 |

| INC000000544349 | Vicky Pierce | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| Metro D Help Desk | Doug Brown | Health | | Low | Closed | TTR Missed: No | |

| INC000000544357 | Liliana Lao | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Rod Montoya | Health | | Low | Closed | TTR Missed: No | 0.13 |

| INC000000544377 | Nathaniel Ash | Network | None | None | TIR Missed: No | 0.59 |
| Metro D Desktop Support | Steve Gibb | Health | | Low | Closed | TTR Missed: No | 0.68 |

| INC000000544405 | Darin Dennis | None | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Ross Owen | Health | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000544448 | Russell Malone | Application | Password | Utah Master Directory | TIR Missed: No | 0.00 |
| Help Desk | James Stearns | Health | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000544521 | Cheri Shubert | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.12 |
| Metro D Desktop Support | Steve Gibb | Health | | Low | Closed | TTR Missed: Yes | 6.91 |

| INC000000544551 | Cindy Scharman | Application | Password | Novell GroupWise | TIR Missed: No | 0.35 |
| Metro D Help Desk | John Robinson | Health | | Low | Closed | TTR Missed: No | 0.35 |

| INC000000544592 | Tracy Barkley | Network | None | None | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Health | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000544607 | Linda Schiele | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.41 |
| Metro D Help Desk | John Robinson | Health | | Low | Closed | TTR Missed: No | 0.58 |

| INC000000544630 | Ron Schindler | Application | Error | Action Request System | TIR Missed: No | 0.23 |
| Metro D Help Desk | John Robinson | Health | | Low | Closed | TTR Missed: No | 0.27 |

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Incident	Name	Type	Category	Item	TIR/TTR	Value
INC000000544641	Ron Schindler	Application	Error	Internet Explorer	TIR Missed: No	0.19
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.20
INC000000544675	Kim Neerings	Application	Password	None	TIR Missed: No	0.34
Metro D Hosting	Steven Haderlie	Health		Low	Closed	TTR Missed: No	0.72
INC000000544690	Shanna Anderson	None	None	None	TIR Missed: No	0.21
Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	1.09
INC000000544735	Cheri W Curley	None	None	None	TIR Missed: No	0.47
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.47
INC000000544749	Tracy Barkley	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health		Low	Closed	TTR Missed: No	0.00
INC000000544752	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.27
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.34
INC000000544755	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.89
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	1.04
INC000000544758	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.92
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	1.02
INC000000544763	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.86
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.98
INC000000544777	Steven Jones	Server	Error	None	TIR Missed: No	0.18
Metro D Hosting	Donny Ford	Health		Low	Closed	TTR Missed: No	1.48
INC000000544790	Christi Fisher	None	None	None	TIR Missed: No	0.09
Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	0.65
INC000000544799	Kathy Froerer	None	None	None	TIR Missed: No	0.30
Application Services	Paul Lundell	Health		Low	Closed	TTR Missed: Yes	16.60
INC000000544811	Jennifer Green	Application	None	Novell Messenger	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health		Low	Closed	TTR Missed: No	0.00
INC000000544815	Michelle Muirbrook	Application	None	Adobe Acrobat	TIR Missed: No	0.29
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.29
INC000000544821	Teresa McElprang	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000544847	Nanette Waters	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.00
INC000000544861	Randy Tanner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00

Health

Incident	Submitter	Type	Category	Product		Status	TIR/TTR Missed	Value
INC000000544864	Josette Ono	None	None	None			TIR Missed: No	0.57
	Metro D Desktop Support	Eldon Jenson	Health	Low		Resolved	TTR Missed: No	0.88
INC000000544888	Nancy Cheeney	Application	Error	Human Resource Enterprise			TIR Missed: No	0.35
	Metro D Help Desk	John Robinson	Health	Low		Closed	TTR Missed: No	0.64
INC000000544937	Lori Smith	None	None	None			TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low		Closed	TTR Missed: No	0.00
INC000000544998	Stephanie Robinson	None	None	None			TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low		Closed	TTR Missed: No	0.00
INC000000545010	Linda Robinson	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low		Closed	TTR Missed: No	0.06
INC000000545012	Nathan Checketts	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low		Closed	TTR Missed: No	0.06
INC000000545016	Nanette Waters	Mainframe	Password	BlueZone			TIR Missed: No	0.43
	Operations Production Control	Duane Hardy	Health	Low		Closed	TTR Missed: No	0.43
INC000000545024	Stephanie Robinson	None	None	None			TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low		Closed	TTR Missed: No	0.00
INC000000545030	Rick Sorenson	Mainframe	Password	BlueZone			TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low		Closed	TTR Missed: No	0.00
INC000000545064	Greg Bateman	None	None	None			TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low		Closed	TTR Missed: No	0.00
INC000000545099	Mitzi Bigelow	Application	None	None			TIR Missed: No	0.64
	Metro D Desktop Support	Steve Gibb	Health	Low		Closed	TTR Missed: No	1.87
INC000000545103	Tracy Barkley	Application	Password	Utah Master Directory			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low		Closed	TTR Missed: No	0.00
INC000000545166	Dave Lewis	Application	Error	Novell GroupWise			TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low		Closed	TTR Missed: No	0.00
INC000000545172	Debbie Snyder	PC/Laptop	Hardware	None			TIR Missed: No	0.12
	Metro D Desktop Support	Eldon Jenson	Health	Low		Closed	TTR Missed: No	0.26
INC000000545247	Elizabeth Fisher	Application	Error	ZENworks for Desktops			TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low		Closed	TTR Missed: No	2.52
INC000000545258	Linda Beal	None	None	None			TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low		Closed	TTR Missed: No	0.00
INC000000545313	Heidi Rocco	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low		Closed	TTR Missed: No	0.00

Health

INC000000545345	Laurie Hampshire	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000545366	John Schultheis II	Network	Performance	None	TIR Missed: No	0.32
Metro D Hosting	David Hert	Health	Low	Closed	TTR Missed: No	0.69
INC000000545407	Cheri W Curley	Application	Error	Novell GroupWise	TIR Missed: No	0.21
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.97
INC000000545412	Broc Christensen	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000545417	Lamar Kelly	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Health	Low	Closed	TTR Missed: No	0.00
INC000000545432	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.24
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.59
INC000000545440	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.17
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.53
INC000000545441	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.15
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.51
INC000000545446	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.12
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.48
INC000000545484	Steve Hadden	Network	None	None	TIR Missed: No	0.46
Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	2.58
INC000000545501	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.14
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.14
INC000000545526	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.19
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	3.14
INC000000545531	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.14
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.14
INC000000545567	Rafael Sanchez	PC/Laptop	Error	None	TIR Missed: No	0.58
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	3.93
INC000000545586	Edwin Espinel	Network	Performance	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.68
INC000000545588	Erin Olsen	Application	Error	Gmail	TIR Missed: Yes	4.40
Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	4.40
INC000000545656	Kim Johnson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00

Health

Incident	Name	Type	Subtype	System			TIR/TTR		Time
INC000000545660	Toni Estrada	None	None	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Health		Low	Closed	TTR Missed:	No	0.00
INC000000545689	Brenda Bryant	Application	Error	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed:	No	0.00
INC000000545695	Nanette Waters	Application	Password	BlueZone			TIR Missed:	No	0.12
	Operations Production Control	Cal Brinton	Health		Low	Closed	TTR Missed:	No	0.12
INC000000545712	Amber Kelly	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed:	No	0.00
INC000000545743	Merrila Erickson	Application	Password	Medicaid Managed Care System			TIR Missed:	Yes	1.36
	Application Support - Oracle	Ryan Nicol	Health		Low	Closed	TTR Missed:	No	1.36
INC000000545799	Dani Ibrahim	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed:	No	0.00
INC000000545811	Nanette Waters	Mainframe	None	BlueZone			TIR Missed:	No	0.36
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed:	No	0.36
INC000000545814	Patsy Buchmiller	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed:	No	0.00
INC000000545833	Michelle Grossman	None	None	None			TIR Missed:	No	0.18
	Metro B Desktop Support	Mike Wilde	Health		Low	Closed	TTR Missed:	No	0.79
INC000000545852	Cassandra Fairclough	PC/Laptop	None	Microsoft Windows XP Profession			TIR Missed:	No	0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed:	No	2.12
INC000000545864	Burdean Wirtz	Application	Error	None			TIR Missed:	No	0.33
	Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed:	No	0.33
INC000000545885	Jennefer Brynjulfson	None	None	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Health		Low	Closed	TTR Missed:	No	0.00
INC000000545905	Roxanne Landreneaux	None	None	None			TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed:	No	0.00
INC000000545936	Kim K Hadley	Mainframe	Password	BlueZone			TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Health		Low	Closed	TTR Missed:	No	0.00
INC000000545938	Amanda Yoshida	None	None	None			TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed:	No	
INC000000546060	Kristin Brown	Application	Error	Novell Client for 32-bit Windows			TIR Missed:	Yes	1.49
	Metro C West Desktop Support	Cody Flanders	Health		Low	Closed	TTR Missed:	No	3.31
INC000000546090	Mary Parks	PC/Laptop	Hardware	None			TIR Missed:	Yes	1.26
	Metro C West Desktop Support	Cody Flanders	Health		Low	Closed	TTR Missed:	No	5.02

Health

INC000000546132	Annette Leonard	Application	Error	None		TIR Missed: No	0.20
Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	1.46
INC000000546135	Natali Rajcevich	PC/Laptop	Password	None		TIR Missed: No	0.18
Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	0.38
INC000000546180	Cyndi Bemis	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000546183	Doug Durfey	Network	None	None		TIR Missed: No	0.58
Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	1.20
INC000000546211	Carrie Reed	Application	Error	Internet Explorer		TIR Missed: No	0.21
Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	0.32
INC000000546213	Karen Tsuyuki	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.00
INC000000546240	Nanette Waters	None	None	None		TIR Missed: No	0.26
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.51
INC000000546249	Sally Valdez	Application	Error	Medicaid Managed Information		TIR Missed: Yes	2.58
Application Support - MMIS	Steven Hegji	Health		Low	Closed	TTR Missed: No	2.83
INC000000546309	Kendall Woffinden	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.66
INC000000546335	John Curless	Network	Incident	None		TIR Missed: No	0.84
Metro D Desktop Support	Lynn McCrary	Health		High	Closed	TTR Missed: No	0.84
INC000000546341	Tracy Barkley	Application	None	Medicaid Managed Information		TIR Missed: No	0.04
Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.04
INC000000546352	Tom Hudachko	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000546384	Gay Brogdon	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.00
INC000000546432	Shelly Wykoff	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.00
INC000000546439	Rick Sorenson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000546443	Terri C Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.18
Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	2.00
INC000000546500	Cyndi Bemis	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.41
Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	1.09

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INC000000546535	Nancy Cheeney	Application	Password	Medicaid Managed Information	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00
INC000000546578	Nanette Waters	Application	Password	BlueZone	TIR Missed: Yes	1.27
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	1.30
INC000000546639	Richard Cumba	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000546654	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.08
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.08
INC000000546691	Deborah Turner	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.00
INC000000546748	Dave Lewis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000546772	Kathy A Hills	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000546780	Heather Roberts	PC/Laptop	Performance	None	TIR Missed: No	0.20
Rural North Desktop Support	Ryan Casey	Health	Low	Closed	TTR Missed: No	0.20
INC000000546815	Jani Messinger	PC/Laptop	Error	None	TIR Missed: No	0.93
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	4.09
INC000000546834	Dave Lewis	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.72
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.14
INC000000546868	Brenda Ralls	Application	Reporting	None	TIR Missed: No	0.35
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.35
INC000000546886	Winfred Pauley	PC/Laptop	Virus	None	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000546894	Robert Rolfs	Application	Error	None	TIR Missed: No	0.08
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.68
INC000000546895	Broc Christensen	PC/Laptop	Error	None	TIR Missed: No	0.19
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	4.03
INC000000546924	Glen Larsen	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000546959	Audra Solovi	Application	Error	None	TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.04
INC000000546984	Zenda Schwab	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00

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INC	Name	Category1	Category2	Item	TIR/TTR Missed	Value
INC000000546991	Karen Packard	None	None	None	TIR Missed: No	0.27
	Application Support - Content Mana Randall Ottesen		Health		Low	Closed	TTR Missed: No	0.27
INC000000547007	Lisa Wimmer	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.00
INC000000547017	Kolbi Young	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000547019	Alyssa Gulrajani	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000547024	Karen Averett	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.01
	Rural Central Desktop Support	Ron LeBaron	Health		Low	Closed	TTR Missed: No	5.75
INC000000547054	Jennifer L Bryant	Application	Error	None	TIR Missed: No	0.15
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.15
INC000000547068	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.00
INC000000547099	Nanette Waters	None	None	None	TIR Missed: No	0.17
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.19
INC000000547178	Stephanie Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000547207	Dee Salisbury	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000547211	Laurie Hampshire	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000547223	Dennis Bang	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.00
INC000000547268	Wendy Peterson-Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000547279	Janell Hall	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.00
INC000000547285	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.31
	Operations Production Control	Cal Brinton	Health		Low	Closed	TTR Missed: No	0.31
INC000000547303	Amber Kelly	PC/Laptop	Error	None	TIR Missed: No	0.18
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	1.59
INC000000547307	Valie Goodman	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00

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INC000000547315	Darcy Gliedman	Application	Error	None			TIR Missed: No	0.28
Metro D Desktop Support	Eldon Jenson	Health		Low	Closed		TTR Missed: No	0.67
INC000000547327	April Bennett	Application	Error	None			TIR Missed: No	0.35
Metro D Help Desk	Doug Brown	Health		Low	Closed		TTR Missed: No	0.35
INC000000547341	Nanette Waters	Application	Password	BlueZone			TIR Missed: No	0.17
Operations Production Control	Cal Brinton	Health		Low	Closed		TTR Missed: No	0.17
INC000000547359	April Bennett	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed		TTR Missed: No	0.00
INC000000547362	Brent Baum	Network	Performance	None			TIR Missed: No	0.56
Metro D Hosting	Donny Ford	Health		Low	Closed		TTR Missed: No	1.14
INC000000547381	Todd Harper	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.59
Metro D Help Desk	John Robinson	Health		Low	Closed		TTR Missed: No	0.59
INC000000547422	Edwin Espinel	Network	Error	None			TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Closed		TTR Missed: No	0.37
INC000000547586	Laurie Hampshire	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed		TTR Missed: No	0.00
INC000000547596	Audra Solovi	Application	None	Medicaid Managed Care System			TIR Missed: No	0.28
Application Support - Oracle	Tony Hess	Health		Low	Closed		TTR Missed: No	0.59
INC000000547598	Terry Holden	Application	Error	Novell GroupWise			TIR Missed: No	0.40
Metro D Desktop Support	Tina West	Health		Low	Resolved		TTR Missed: No	1.20
INC000000547625	Nanette Waters	Mainframe	None	BlueZone			TIR Missed: No	0.40
Operations Production Control	Duane Hardy	Health		Low	Closed		TTR Missed: No	0.44
INC000000547639	Nanette Waters	Mainframe	None	BlueZone			TIR Missed: No	0.21
Operations Production Control	Duane Hardy	Health		Low	Closed		TTR Missed: No	0.39
INC000000547641	Nanette Waters	Mainframe	None	BlueZone			TIR Missed: No	0.18
Operations Production Control	Duane Hardy	Health		Low	Closed		TTR Missed: No	0.20
INC000000547658	Nanette Waters	None	None	None			TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health		Low	Closed		TTR Missed: No	0.00
INC000000547662	Jessica Strout	Network	Password	None			TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health		Low	Closed		TTR Missed: No	0.00
INC000000547663	Jessica Strout	Application	None	Novell GroupWise			TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health		Low	Closed		TTR Missed: No	0.00
INC000000547666	Darcy Gliedman	Application	None	Medicaid Managed Information			TIR Missed: Yes	1.76
Operations Production Control	Duane Hardy	Health		Low	Closed		TTR Missed: No	1.82

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Incident	Name	Type	Category	Product	TIR/TTR Missed	Time
INC000000547690	Larene Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000547729	Amber Kelly	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000547730	Kendall Woffinden	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000547762	Nancy McConnell	None	None	None	TIR Missed: No	0.15
	Metro D Hosting	David Hert	Health		Low	Closed	TTR Missed: No	1.13
INC000000547763	Jessica Strout	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000547766	Jessica Strout	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000547767	Kayla Rypien	Application	Error	Microsoft Office Professional 20	TIR Missed: No	0.19
	Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	2.42
INC000000547786	Nancy McConnell	None	None	None	TIR Missed: Yes	28.26
	Campus Networking	Jordy Davis	Health		Low	Resolved	TTR Missed: Yes	28.26
INC000000547787	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: No	0.57
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.70
INC000000547801	Dave Lewis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	1.36
INC000000547812	Deborah Turner	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed: No	0.07
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	1.12
INC000000547823	Adrienne Alward	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.00
INC000000547830	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: No	0.42
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.42
INC000000547839	Karen Packard	Application	Error	Content Manager	TIR Missed: No	0.91
	Metro A Help Desk	Ed Conrad	Health		Low	Closed	TTR Missed: No	1.30
INC000000547865	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: No	0.50
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.79
INC000000547879	Kylene Hilton	PC/Laptop	Hardware	None	TIR Missed: No	0.33
	Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	0.34
INC000000547880	Patrice Morley	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	1.00

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INC000000547901	Erika Fernandez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.83
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.83
INC000000547904	Vicky Titensor	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Health	Low	Closed	TTR Missed: No	0.00
INC000000547909	Jason Stewart	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.45
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.63
INC000000547910	Patrice Morley	PC/Laptop	Virus	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.19
INC000000547913	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.21
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.24
INC000000548166	Lanette Sorensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.67
INC000000548168	Lynn Martinez	PC/Laptop	Virus	None		TIR Missed: No	0.68
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	1.77
INC000000548198	Vicky Titensor	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.83
	Rural North Desktop Support	Neil Smedley	Health	Low	Resolved	TTR Missed: No	0.83
INC000000548207	Lynann Williams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000548209	Matthew Garff	Mainframe	Password	BlueZone		TIR Missed: No	0.05
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.17
INC000000548240	Betsi Patino	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000548275	Kylene Hilton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000548279	Rex Goodman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000548281	Kylene Hilton	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000548298	Deborah Turner	Application	Password	PGP		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000548312	Susanne Knight	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.41
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.45
INC000000548317	Gene Cottrell	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	

Health

INC000000548323	Lynn Startup	Application	Error	Citrix ICA Client	TIR Missed: No	0.19
	Application Services	Tony Larsen	Health		Low	Closed	TTR Missed: No	2.30
INC000000548341	Cyndi Bemis	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000548361	Corina Pace	Application	Error	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health		Low	Closed	TTR Missed: No	0.00
INC000000548368	Christine Jones	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000548370	Marisha Kissell	Application	Password	Citrix ICA Client	TIR Missed: No	0.60
	Application Services	Terry Forsgren	Health		Low	Closed	TTR Missed: No	0.64
INC000000548375	Jessica Ericksen	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.00
INC000000548415	Steven Steed	Network	Performance	None	TIR Missed: No	0.33
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.33
INC000000548421	Aaron Eklund	Application	Password	Medicaid Managed Information	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health		Low	Closed	TTR Missed: No	0.00
INC000000548514	Amy Nance	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000548520	Patrice Morley	Application	Error	None	TIR Missed: No	0.56
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.56
INC000000548521	Tiffany Young	Application	Error	None	TIR Missed: No	0.12
	Metro D Desktop Support	Tina West	Health		Low	Closed	TTR Missed: No	0.48
INC000000548576	Ellen Johnstun	Application	Password	Utah Electronic Resource and E	TIR Missed: No	0.18
	Technical Application Help Desk	Michelle Meyer	Health		Low	Closed	TTR Missed: No	0.18
INC000000548617	Linda Boulden	PC/Laptop	Error	None	TIR Missed: No	0.63
	Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	0.90
INC000000548624	Jennifer Critchley	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000548639	Patrice Morley	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000548640	Gene Cottrell	EIS Hardware	None	None	TIR Missed: No	0.00
	Strategic Communications	Luis Larios	Health		Low	Resolved	TTR Missed: No	3.88
INC000000548671	Carolyn Croxall	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	

Health

Incident	Requester	Category	Type	Product/Item	TIR Missed	Time
INC000000548676	Deki Yangser	PC/Laptop	Hardware	None	TIR Missed: No	0.17
Metro C West Desktop Support	Cody Flanders	Health		Low	Closed	TTR Missed: No	0.17
INC000000548730	Salinda Whetman	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000548732	Broc Christensen	PC/Laptop	Error	None	TIR Missed: No	0.63
Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	0.63
INC000000548749	Sylvia Case	None	None	None	TIR Missed: No	0.37
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.37
INC000000548752	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.00
INC000000548860	Jenni Wagner	Application	Error	Novell GroupWise	TIR Missed: No	0.17
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.17
INC000000548862	Paul Lund	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health		Low	Closed	TTR Missed: No	0.00
INC000000548888	Lynann Williams	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000548889	Rebecca Turic	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000548893	Ann Deering	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.17
Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	0.46
INC000000548898	Jennifer Markos	PC/Laptop	Error	None	TIR Missed: No	0.88
Rural North Desktop Support	Lori Hartzell	Health		Low	Closed	TTR Missed: No	0.88
INC000000548923	Lynsey Gammon	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000548948	Brenda Purser	Application	Reporting	Novell GroupWise	TIR Missed: No	0.34
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.34
INC000000549043	Owen Quinonez	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000549063	Bobbi Hansen	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000549101	Keith Stephens	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health		Low	Closed	TTR Missed: No	0.04
INC000000549108	Kathy Hills	PC/Laptop	None	Microsoft Windows XP Professi	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	5.75

Health

INC000000549109	Bobbi Hansen	Application	Error	None		TIR Missed: No	0.42
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.75
INC000000549110	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.52
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.56
INC000000549143	Tracy Freeman	Application	Error	None		TIR Missed: Yes	2.51
Database Services	Sandy Sheppick	Health	Low	Closed	TTR Missed: No	5.62
INC000000549158	Maggie Chaney	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000549175	Teresa Garrett	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000549187	Jordan Cottam	Application	Error	None		TIR Missed: No	0.15
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	2.00
INC000000549207	Kylene Hilton	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000549227	Kathy A Hills	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Health	Low	Closed	TTR Missed: No	
INC000000549237	Kathy A Hills	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000549238	Kathy A Hills	None	None	Mozilla Firefox		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.20
INC000000549247	Melissa Leak	None	None	None		TIR Missed: No	0.30
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.24
INC000000549258	Denise Spicer	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	
INC000000549322	Gail Rapp	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.34
INC000000549361	Debbie Snyder	Telecom	None	Telephone		TIR Missed: No	0.31
Voice/Data/WAN Services	T Artis	Health	Low	Resolved	TTR Missed: No	0.60
INC000000549389	Jessica Ericksen	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000549402	Melissa Leak	None	None	None		TIR Missed: Yes	1.01
Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: Yes	6.79
INC000000549404	Melissa Leak	None	None	None		TIR Missed: No	1.00
Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: Yes	6.78

Health							
INC000000549414	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000549417	Jani Messinger	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.41
INC000000549419	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000549420	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000549445	Marcee Mortensen	None	None	None		TIR Missed: Yes	4.42
	Metro D Hosting	Miguel Lanz	Health	Low	Resolved	TTR Missed: Yes	6.20
INC000000549446	Karla Matheson	PC/Laptop	Error	Microsoft Windows XP Professi	TIR Missed: No	0.94
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.16
INC000000549477	Kathy Hills	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.10
INC000000549502	Paula McGuire	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000549538	Amy Melton	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000549544	Jacque Illguth	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000549585	Shawna West	Application	Password	Medicaid Managed Information	TIR Missed: No	0.08
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.19
INC000000549587	Rebecca Turic	PC/Laptop	Password	None		TIR Missed: No	0.37
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	2.77
INC000000549646	Jacob Madsen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000549654	Matthew Garff	Application	Password	BlueZone		TIR Missed: No	0.44
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.57
INC000000549691	Debbie Snyder	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000549694	Frances Barben	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Resolved	TTR Missed: No	4.58
INC000000549721	Stephanie McVicar	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.76
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.88

Health

INC000000549738	Chuck Adan	None	None	None	TIR Missed: No	0.50
Rural North Desktop Support	Neil Smedley	Health	Low	Resolved	TTR Missed: No	0.50
INC000000549774	Lorna Ward	None	None	None	TIR Missed: No	0.57
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.70
INC000000549775	Joan Isom	Application	Error	Novell GroupWise	TIR Missed: No	0.52
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.52
INC000000549784	Nanette Waters	None	None	None	TIR Missed: No	0.30
Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.32
INC000000549798	Jennifer Critchley	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000549813	Angela Anderson	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000549842	Philip Bryson	Mainframe	Error	BlueZone	TIR Missed: No	0.71
Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.71
INC000000549877	Jennifer Critchley	Application	Error	None	TIR Missed: No	0.18
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.18
INC000000549879	Melissa Leak	Network	Error	None	TIR Missed: No	0.10
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: Yes	6.64
INC000000549886	David Meadows	Network	Error	None	TIR Missed: No	0.09
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.09
INC000000549894	Anna Fondario	Application	Password	Novell GroupWise	TIR Missed: No	0.75
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.75
INC000000549900	Linda Asa	None	None	None	TIR Missed: Yes	3.04
Metro A Hosting	Chris Kunde	Health	Low	Resolved	TTR Missed: No	3.04
INC000000549937	Jim Taliaferro	Network	Error	None	TIR Missed: No	0.25
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.41
INC000000549979	Tamara Hampton	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000549989	Cheri Shubert	None	None	None	TIR Missed: No	0.20
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.20
INC000000549993	Janice Boswell	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000550036	Chris Peper	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00

Health						
INC000000550037	Mitzi Bigelow	PC/Laptop	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.49
INC000000550043	Karen Roylance	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000550073	Karen Roylance	Application	Password	None	TIR Missed: No	0.03
Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.47
INC000000550129	David Davis	None	None	None	TIR Missed: No	0.69
Application Support - Oracle	Tony Hess	Health	Low	Resolved	TTR Missed: No	2.86
INC000000550131	Steve Hadden	Application	Error	None	TIR Missed: No	0.05
Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.62
INC000000550239	Ruth Fullmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000550268	Carol Rasmussen	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.45
INC000000550271	Ruth Fullmer	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.00
INC000000550375	Shelba Rich	Telecom	IP	None	TIR Missed: No	0.14
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Resolved	TTR Missed: No	1.78
INC000000550410	Robyn M Seely	Application	Error	Microsoft Access	TIR Missed: No	0.06
Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	1.15
INC000000550455	Kara Verner	PC/Laptop	Hardware	None	TIR Missed: No	0.17
Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.34
INC000000550569	Nanette Waters	None	None	None	TIR Missed: No	0.31
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.60
INC000000550585	Tamara Hampton	None	None	None	TIR Missed: No	0.10
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.10
INC000000550590	Natali Rajcevich	Network	Performance	None	TIR Missed: No	0.40
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.40
INC000000550612	Nanette Waters	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000550627	Diana Rueff	Application	Error	Medicaid Managed Information	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000550661	Stephanie McVicar	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	2.96

Health

INC000000550667	Charles Hawley	Network	Incident	None		TIR Missed: No	0.19
Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.22
INC000000550676	Doug Durfey	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	James Stearns	Health		Low	Resolved	TTR Missed: No	0.00
INC000000550683	David Jackson	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.00
INC000000550733	Ivett Cordova	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health		Low	Resolved	TTR Missed: No	0.00
INC000000550757	Slava Kopelev	Network	None	None		TIR Missed: No	0.34
Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.34
INC000000550774	Vicky Titensor	Application	Error	None		TIR Missed: No	0.29
Rural North Desktop Support	Ryan Casey	Health		Low	Resolved	TTR Missed: No	0.30
INC000000550783	Debbie Davis	Application	Reporting	Novell GroupWise		TIR Missed: No	0.05
Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.05
INC000000550789	Diana Rueff	Application	Error	eFIND/eSHARE		TIR Missed: No	0.12
Metro A Help Desk	Ed Conrad	Health		Low	Resolved	TTR Missed: No	0.24
INC000000550819	Tracy Freeman	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.00
INC000000550856	Karen Peterson	Application	Error	Medicaid Managed Care System		TIR Missed: No	0.85
Application Support - Oracle	Tony Hess	Health		Low	Resolved	TTR Missed: No	5.64
INC000000550861	Kathy Hills	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health		Low	Resolved	TTR Missed: No	0.25
INC000000550883	Jade Hulse	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000550884	Mitzi Bigelow	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.02
INC000000550896	Marcia A Crampton	Application	Error	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health		Low	Resolved	TTR Missed: No	0.00
INC000000550961	Shannon Wnek	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health		Low	Resolved	TTR Missed: No	0.00
INC000000551104	Frances Barben	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000551170	Butch Luers	None	None	None		TIR Missed: No	0.54
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.54

Health

INC000000551195	Sue Hopper	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551203	Kirk Benge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551207	Nanette Waters	Mainframe	None	BlueZone		TIR Missed: No	0.71
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.73
INC000000551241	Karen Peterson	Mainframe	Error	None		TIR Missed: No	0.09
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.14
INC000000551247	Andrew Ozmun	Network	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551262	Tricia Schmidt	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.18
INC000000551272	Tricia Schmidt	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.66
INC000000551279	Joshua Byrd	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551323	Nanette Waters	Mainframe	None	BlueZone		TIR Missed: Yes	1.14
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	1.14
INC000000551330	Paul Patrick	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551369	Shelba Rich	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551396	Butch Luers	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551545	Marie Aschliman	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551578	Sylvia Case	Application	Error	Citrix ICA Client		TIR Missed: No	0.02
	Metro B Desktop Support	Peter Musser	Health	Low	Resolved	TTR Missed: No	0.26
INC000000551593	Cheri Shubert	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.04
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.63
INC000000551595	Linda Robinson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.04
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.30
INC000000551606	Kathryn Marti	Application	Error	None		TIR Missed: No	0.18
	Metro D Hosting	Miguel Lanz	Health	Low	Resolved	TTR Missed: No	0.61

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INC000000551615	Tricia Schmidt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551645	Slava Kopelev	Network	Error	None	TIR Missed: No	0.97
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	0.97
INC000000551669	Athena Carolan	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551671	Harry Armstrong	Network	Error	None	TIR Missed: No	0.12
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.23
INC000000551673	Lisa Kane	PC/Laptop	Performance	None	TIR Missed: No	0.32
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.71
INC000000551697	Jordan Cottam	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551721	Alexandria Leffler	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551731	Catherine Hoelscher	Application	Password	Citrix ICA Client	TIR Missed: No	0.21
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.21
INC000000551765	Rebecca Ward	Application	Error	None	TIR Missed: No	0.58
	Metro D Hosting	Miguel Lanz	Health	Low	Resolved	TTR Missed: No	3.16
INC000000551768	Rebecca Fronberg	PC/Laptop	Performance	None	TIR Missed: No	0.89
	Metro D Desktop Support	Lynn McCrary	Health	Low	Resolved	TTR Missed: No	1.03
INC000000551778	Joey Thurgood	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.34
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.34
INC000000551782	Jade Hulse	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000551788	John Nicolaisen	PC/Laptop	Hardware	None	TIR Missed: No	0.62
	Metro D Desktop Support	Lynn McCrary	Health	Low	Resolved	TTR Missed: No	0.76
INC000000551792	Christi Fisher	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.15
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.15
INC000000551795	Winfred Pauley	Application	Error	BMI	TIR Missed: No	0.17
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.17
INC000000551808	Angela Anderson	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	
INC000000551867	Lori Savoie	Application	Error	None	TIR Missed: No	0.18
	Metro D Hosting	Miguel Lanz	Health	Low	Resolved	TTR Missed: No	0.51

Health

| INC000000551878 | Jacob (Jake) J. Fitisemanu | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro D Help Desk | Doug Brown | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000551888 | Scott Ellis | PC/Laptop | Virus | None | TIR Missed: No | 0.10 |
| | Metro D Desktop Support | Eldon Jenson | Health | Low | Resolved | TTR Missed: No | 1.71 |

| INC000000551895 | Purita Buck | Print/Copy/Scan/Fax | Paper Jam | None | TIR Missed: No | 0.00 |
| | Metro D Desktop Support | Eldon Jenson | Health | Low | Resolved | TTR Missed: No | 0.03 |

| INC000000551907 | Ron Schindler | None | None | None | TIR Missed: No | 0.12 |
| | Metro D Help Desk | Jed Patrick | Health | Low | Resolved | TTR Missed: No | 0.21 |

| INC000000551909 | Jennifer Critchley | Server | None | None | TIR Missed: No | 0.00 |
| | Help Desk | Vicky Marrelli | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000551939 | Tricia Schmidt | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| | Metro D Help Desk | Doug Brown | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000551955 | Louis Praus | None | None | None | TIR Missed: No | 0.00 |
| | Metro D Help Desk | Doug Brown | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000551962 | Janell Hall | Application | Error | None | TIR Missed: No | 0.45 |
| | Metro D Desktop Support | Michael Schmidt | Health | Low | Resolved | TTR Missed: No | 0.76 |

| INC000000551977 | Heather Roberts | Application | Error | Utah Statewide Immunization In | TIR Missed: No | 0.57 |
| | USIIS Outreach | Jennifer Green | Health | Low | Resolved | TTR Missed: No | 1.07 |

| INC000000552003 | Krysta Badger | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.79 |
| | Metro D Desktop Support | Tina West | Health | Low | Resolved | TTR Missed: No | 0.99 |

| INC000000552140 | Darryl Snyder | Network | Error | None | TIR Missed: No | 0.00 |
| | Metro D Desktop Support | Philip Henderson | Health | Low | Resolved | TTR Missed: No | 0.31 |

| INC000000552182 | Sylvia Case | PC/Laptop | Error | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Peter Musser | Health | Low | Resolved | TTR Missed: No | 0.07 |

| INC000000552184 | Chad Campbell | Network | Error | None | TIR Missed: No | 0.00 |
| | Help Desk | James Stearns | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000552200 | Cleve Evans | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| | Metro D Help Desk | Jed Patrick | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000552249 | Carmen Dickson | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.86 |
| | Metro D Desktop Support | Michael Schmidt | Health | Low | Resolved | TTR Missed: No | 2.04 |

| INC000000552301 | Joannah Sparks | None | None | None | TIR Missed: No | 0.00 |
| | Application Services | Terry Forsgren | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000552317 | Jacob Madsen | Application | Error | None | TIR Missed: No | 0.00 |
| | Metro D Help Desk | John Robinson | Health | Low | Resolved | TTR Missed: No | 0.00 |

Health

INC000000552331	Sylinda Lee	Application	Error	Adobe Media Player	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000552375	Nanette Waters	None	None	None	TIR Missed: Yes	1.62
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	1.66
INC000000552376	Nanette Waters	None	None	None	TIR Missed: Yes	1.59
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	1.67
INC000000552381	Karen Roylance	Application	Password	PGP	TIR Missed: No	0.26
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	4.95
INC000000552393	Lauri Valerio	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Resolved	TTR Missed: No	0.75
INC000000552403	Lynn Startup	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.37
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	5.32
INC000000552435	Marie Nagata	Telecom	Voice Mail	Telephone	TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Health	Low	Resolved	TTR Missed: No	0.07
INC000000552465	Riley Hedin	Network	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	3.80
INC000000552491	Dean Penovich	Application	Reporting	Citrix ICA Client	TIR Missed: No	0.20
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	0.75
INC000000552508	Shanna Anderson	Print/Copy/Scan/Fax	Incident	Adobe Acrobat	TIR Missed: No	0.69
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	3.76
INC000000552517	Roger Price	Application	Error	None	TIR Missed: No	0.48
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	3.19
INC000000552519	Bruce Wood	PC/Laptop	Hardware	None	TIR Missed: No	0.59
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.16
INC000000552520	Grace Serna	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000552545	Jennifer Critchley	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.22
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	2.32
INC000000552552	Amy Schouten	Network	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.04
INC000000552583	Winfred Pauley	Telecom	Voice Mail	None	TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Resolved	TTR Missed: No	0.45
INC000000552594	Christine Espinel	Application	None	Adobe Acrobat	TIR Missed: No	0.47
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.45

Health

INC000000552598	Rituraj Saxena	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000552646	Michelle G Christensen	Application	Error	Citrix ICA Client	TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000552659	Carol Rasmussen	Telecom	Call Management	None	TIR Missed:	No	0.39
Voice Operations	Gail Christiansen	Health	Low	Resolved	TTR Missed:	No	2.69
INC000000552702	Stephanie McVicar	None	None	None	TIR Missed:	No	0.00
Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed:	No	0.04
INC000000552737	Susan Russell	Application	None	Citrix ICA Client	TIR Missed:	No	0.27
Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed:	No	0.36
INC000000552773	Joshua Legler	Server	None	None	TIR Missed:	No	0.65
Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed:	No	0.65
INC000000552798	Shelba Rich	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ryan Casey	Health	Low	Resolved	TTR Missed:	No	
INC000000552805	Kristi Smith	Application	None	Novell GroupWise	TIR Missed:	No	0.12
Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed:	No	0.15
INC000000552888	Russ Emery	Application	Error	BMI	TIR Missed:	No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed:	No	1.73
INC000000552919	Robert Jex	None	None	None	TIR Missed:	No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000552944	Craig Dietrich	Application	Password	PGP	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000552947	Nicole Stone	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000552974	Zoann Finney	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	James Stearns	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000552986	Michael R Jensen	Network	Password	None	TIR Missed:	No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000553003	Tami Spencer	Application	None	Medicaid Managed Information	TIR Missed:	No	0.75
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed:	No	1.07
INC000000553022	Winfred Pauley	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.15
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Resolved	TTR Missed:	No	0.57
INC000000553081	Willow Greer	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed:	No	0.00

Health

INC000000553164	Mitzi Bigelow	Application	None	None		TIR Missed:	Yes	1.06
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved		TTR Missed:	No	2.57
INC000000553243	Windy Tanner	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Help Desk	James Stearns	Health	Low	Resolved		TTR Missed:	No	0.00
INC000000553288	Jennifer Hofeling	Application	Error	Medicaid Managed Information		TIR Missed:	No	0.18
Help Desk	Vicky Marrelli	Health	Low	Resolved		TTR Missed:	No	0.19
INC000000553340	Nanette Waters	None	None	None		TIR Missed:	No	0.16
Operations Production Control	Cal Brinton	Health	Low	Resolved		TTR Missed:	No	0.20
INC000000553365	Lynda Worthington	Application	None	None		TIR Missed:	Yes	1.11
Rural Central Desktop Support	Paul Petersen	Health	Low	Resolved		TTR Missed:	No	1.11
INC000000553368	Robert Jex	None	None	None		TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved		TTR Missed:	No	0.00
INC000000553372	Nanette Waters	None	None	None		TIR Missed:	No	0.13
Operations Production Control	Christie Burnham	Health	Low	Resolved		TTR Missed:	No	0.13
INC000000553543	Lisa V Hunt	PC/Laptop	Password	None		TIR Missed:	No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved		TTR Missed:	No	0.00
INC000000553587	Nicole Stone	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved		TTR Missed:	No	0.00
INC000000553600	Steve Perlinski	Application	Error	Novell GroupWise		TIR Missed:	No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved		TTR Missed:	No	0.00
INC000000553637	Sheila Walsh-McDonald	Application	Error	ZENworks for Desktops		TIR Missed:	No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved		TTR Missed:	No	0.00
INC000000553648	Karen M Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved		TTR Missed:	No	0.00
INC000000553660	Karen M Smith	Application	Reporting	None		TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved		TTR Missed:	No	0.00
INC000000553672	Sheila Walsh-McDonald	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved		TTR Missed:	No	0.00
INC000000553697	Cindy Huish	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved		TTR Missed:	No	0.00
INC000000553711	Paula McGuire	PC/Laptop	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved		TTR Missed:	No	1.16
INC000000553776	Dennis Tingey	PC/Laptop	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved		TTR Missed:	No	1.25

Health

INC000000553790	Cheri Shubert	Storage	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000553840	Cheri Shubert	Storage	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000553845	Darin Dennis	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: Yes	1.29
	Metro D Desktop Support	Lynn McCrary	Health	Low	Resolved	TTR Missed: No	1.41
INC000000553860	Steve Cuthbert	Application	Reporting	Novell GroupWise		TIR Missed: No	0.68
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.68
INC000000553883	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.24
	Operations Production Control	None	Health	Low	Resolved	TTR Missed: No	0.24
INC000000553884	Karen Packard	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Health	Low	Resolved	TTR Missed: No	1.23
INC000000553890	Wendy Cover	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.01
INC000000554095	Anna Fondario	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000554119	Kathy A Hills	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.00
INC000000554136	Greg Bateman	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000554143	Steve Phillips	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000554158	Tonya Martinez	Network	Error	None		TIR Missed: No	0.98
	Capitol Hosting	Conn Peterson	Health	Low	Resolved	TTR Missed: No	0.98
INC000000554228	Steven Steed	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000554231	Mylitta Barrett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000554242	Mylitta Barrett	PC/Laptop	Error	None		TIR Missed: No	0.74
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	2.00
INC000000554259	Gayle Monks	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.59
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.34
INC000000554263	Don Wood	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00

Health

Incident	Requester	Category1	Category2	Item			TIR/TTR		Time
INC000000554297	Chris Sandoval	PC/Laptop	Hardware	None			TIR Missed:	No	0.12
Metro D Desktop Support	Tina West	Health		Low	Resolved		TTR Missed:	No	0.82
INC000000554314	Janell Hall	PC/Laptop	Hardware	None			TIR Missed:	No	0.27
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved		TTR Missed:	No	0.56
INC000000554337	Melissa Leak	Network	None	None			TIR Missed:	No	0.79
Metro D Help Desk	Doug Brown	Health		Low	Resolved		TTR Missed:	No	0.79
INC000000554379	Nanette Waters	None	None	None			TIR Missed:	No	0.22
Operations Production Control	Cal Brinton	Health		Low	Resolved		TTR Missed:	No	0.22
INC000000554384	Nanette Waters	None	None	None			TIR Missed:	No	0.20
Operations Production Control	Cal Brinton	Health		Low	Resolved		TTR Missed:	No	0.20
INC000000554412	Gayle Monks	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved		TTR Missed:	No	0.00
INC000000554423	Gayle Monks	PC/Laptop	Password	None			TIR Missed:	No	0.17
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved		TTR Missed:	No	1.54
INC000000554429	John M Nichols	Application	Error	None			TIR Missed:	No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved		TTR Missed:	No	0.00
INC000000554448	Esther Munene	Network	Password	None			TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Health		Low	Resolved		TTR Missed:	No	0.00
INC000000554492	Lynnette Godfrey	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Resolved		TTR Missed:	No	0.00
INC000000554498	Heather Borski	Application	Error	Novell GroupWise			TIR Missed:	No	0.00
Metro D Desktop Support	Matthew Earl	Health		Low	Resolved		TTR Missed:	No	0.00
INC000000554500	Karen M Smith	Application	Error	PGP			TIR Missed:	No	0.00
Metro D Desktop Support	Matthew Earl	Health		Low	Resolved		TTR Missed:	No	0.00
INC000000554552	Michelle Martin	Application	Error	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Health		Low	Resolved		TTR Missed:	No	0.00
INC000000554578	Nanette Waters	None	None	None			TIR Missed:	No	0.04
Operations Production Control	Christie Burnham	Health		Low	Resolved		TTR Missed:	No	0.05
INC000000554583	Nanette Waters	None	None	None			TIR Missed:	No	0.18
Operations Production Control	Cal Brinton	Health		Low	Resolved		TTR Missed:	No	0.18
INC000000554633	Beverly Jackson	Application	Error	Gmail			TIR Missed:	No	0.33
Application Services	Martin Gonzalez	Health		Low	Resolved		TTR Missed:	No	1.46
INC000000554647	Winfred Pauley	None	None	None			TIR Missed:	No	0.17
Help Desk	James Stearns	Health		Low	Resolved		TTR Missed:	No	0.17

Health

INC000000554651	Melissa Leak	None	None	None		TIR Missed: No	0.33
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.98
INC000000554692	Melissa Zito	PC/Laptop	Hardware	None		TIR Missed: No	0.32
Metro D Desktop Support	Tina West	Health		Low	Resolved	TTR Missed: No	0.52
INC000000554726	Karen M Smith	Application	Error	PGP		TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.00
INC000000554735	Susan Rugg	Application	Error	Medicaid Managed Information	TIR Missed: No	0.17
Application Support - MMIS	Steven Hegji	Health		Low	Resolved	TTR Missed: No	4.69
INC000000554774	Mary Parks	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000554786	Jessica Strout	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.08
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.08
INC000000554893	Bob Blanchard	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.00
INC000000554944	John Slade	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.00
INC000000554964	Robyn M Seely	Application	Password	BMI		TIR Missed: No	0.10
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	1.37
INC000000554998	Ann Granato	Telecom	Call Management	Telephone		TIR Missed: No	0.10
Voice Operations	Gail Christiansen	Health		Low	Resolved	TTR Missed: No	0.86
INC000000555001	Mary Parks	Application	Error	Laboratory Information Manager	TIR Missed: No	0.58
Metro D Hosting	David Hert	Health		Low	Resolved	TTR Missed: Yes	6.49
INC000000555008	Gene Cottrell	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.59
Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	1.35
INC000000555042	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.60
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.64
INC000000555046	Nasrin Zandkarimi	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.55
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	1.79
INC000000555069	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.30
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.35
INC000000555086	Jenny Johnson	PC/Laptop	Performance	Symantec AntiVirus		TIR Missed: No	0.60
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.60
INC000000555131	Susan Rugg	Application	Error	BMI		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00

Health

| INC000000555142 | Valie Goodman | Mainframe | Error | BlueZone | TIR Missed: No | 0.00 |
| Help Desk | | Vicky Marrelli | Health | Low | Resolved | TTR Missed: No | 0.07 |

| INC000000555155 | Jyl Bosone | Application | Reporting | Visio | TIR Missed: No | 0.07 |
| Help Desk | | James Stearns | Health | Low | Resolved | TTR Missed: No | 0.07 |

| INC000000555198 | Ellen Johnstun | PC/Laptop | Performance | None | TIR Missed: No | 0.28 |
| Metro D Desktop Support | | Eldon Jenson | Health | Low | Resolved | TTR Missed: No | 1.13 |

| INC000000555216 | Ron Schindler | Server | None | None | TIR Missed: No | 0.63 |
| Metro D Hosting | | Donny Ford | Health | Low | Resolved | TTR Missed: No | 0.73 |

| INC000000555217 | Audra Solovi | None | None | None | TIR Missed: No | 0.00 |
| Metro A Help Desk | | Edward Fortner | Health | Low | Resolved | TTR Missed: No | 0.25 |

| INC000000555223 | Linda Asa | None | None | None | TIR Missed: No | 0.48 |
| Metro A Hosting | | Keith Scholl | Health | Low | Resolved | TTR Missed: No | 1.05 |

| INC000000555245 | Joyce Anis | Application | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| Metro D Help Desk | | John Robinson | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000555252 | Nasrin Zandkarimi | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.00 |
| Metro D Desktop Support | | Philip Henderson | Health | Low | Resolved | TTR Missed: No | 0.72 |

| INC000000555254 | Cassandra Fairclough | PC/Laptop | None | Microsoft Windows XP Professio | TIR Missed: No | 0.00 |
| Metro D Desktop Support | | Philip Henderson | Health | Low | Resolved | TTR Missed: No | 0.71 |

| INC000000555314 | Joyce Anis | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro D Help Desk | | John Robinson | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000555326 | Julie Moore | Application | Error | None | TIR Missed: No | 0.88 |
| Metro D Help Desk | | John Robinson | Health | Low | Resolved | TTR Missed: No | 1.53 |

| INC000000555377 | Roxanne Landreneaux | None | None | None | TIR Missed: No | 0.00 |
| Operations Production Control | | Duane Hardy | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000555426 | Nanette Waters | None | None | None | TIR Missed: No | 0.22 |
| Operations Production Control | | Cal Brinton | Health | Low | Resolved | TTR Missed: No | 0.25 |

| INC000000555432 | Jeanette Little | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| Metro D Help Desk | | John Robinson | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000555446 | Diana Rueff | Application | Error | Medicaid Managed Information | TIR Missed: No | 0.00 |
| Help Desk | | Vicky Marrelli | Health | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000555454 | Nanette Waters | None | None | None | TIR Missed: No | 0.15 |
| Operations Production Control | | Duane Hardy | Health | Low | Resolved | TTR Missed: No | 0.32 |

| INC000000555475 | Cyndi Bemis | Application | Error | None | TIR Missed: No | 0.14 |
| Metro D Help Desk | | John Robinson | Health | Low | Resolved | TTR Missed: No | 0.14 |

Health

INC000000555487	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000555488	Nanette Waters	None	None	None		TIR Missed: No	0.47
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.47
INC000000555491	Merrila Erickson	Application	Error	Medicaid Managed Information		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000555492	Kelly Banon	Application	Error	BlueZone		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Health	Low	Resolved	TTR Missed: No	0.10